

## BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-3600



Erik Pritzl, Executive Director

### MEETING OF THE HUMAN SERVICES BOARD Thursday, October 13, 2016

**BROWN COUNTY HUMAN SERVICES-BOARD ROOM A**  
**111 N. JEFFERSON STREET, GREEN BAY, WI 54311**  
**5:15 P.M.**

#### AGENDA

1. Call Meeting to Order.
2. Approve/Modify Agenda.
3. Approve Minutes of September 8, 2016 Human Services Board Meeting.
4. Executive Director's Report.
5. Presentation re: CTC Fiscal Services.
6. Discussion re: Barbara Bauer Award.
7. CTC Administrator Report including NPC Monthly Report.
8. Financial Report for Community Treatment Center and Community Programs.
9. \*Statistical Reports.
  - a. Monthly CTC Data – Bay Haven Crisis Diversion/Nicolet Psychiatric Hospital.
  - b. Child Protection – Child Abuse/Neglect Report.
  - c. Monthly Contract Update.
10. \*Request for New Non-Continuous Provider & New Provider Contract.
11. Other Matters.
12. Adjourn Business Meeting.

*\*Note: attached as written reports*

#### Notices:

Notice is hereby given that action by the Human Services Board may be taken on any of the items, which are described or listed in this agenda.

Please take notice that additional members of the Board of Supervisors may attend this meeting of the Human Services Board, resulting in a majority or quorum of the Board of Supervisors. This may constitute a meeting of the Board of Supervisors for purposes of discussion and information gathering relative to this agenda.

Any person wishing to attend the Human Services Board meeting who, because of a disability, requires special accommodations, should contact the Human Services Department at (920) 448-6006 by 4:30 p.m. on the day before the meeting so that arrangements can be made.

## **PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD**

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, September 8, 2016 in Room 365 of the Community Treatment Center – 3165 Gershwin Drive Green Bay, WI

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**Present:** Chairman Tom Lund  
Carole Andrews, Craig Huxford, Jesse Brunette, Bill Clancy, Susan Hyland,  
Aaron Linssen

**Excused:** Paula Laudrie, JoAnn Grashberger

**Also**

**Present:** Erik Pritzl, Executive Director  
Nancy Fennema, Deputy Director  
Eric Johnson, Finance Manager  
Luke Schubert, Hospital & Nursing Home Administrator  
Jenny Hoffman, Economic Support Manager  
Ian Agar, Behavioral Health Manager  
Kevin Brennan, Interim Children Youth & Families Manager  
Molly Hillmann, Contract & Provider Relations Manager  
Mark Johnson, Social Services & Rehab Manager  
Samantha Behling, Nurse Educator  
Richard Schadewald, County Board Supervisor  
Joan Brusky, County Board Supervisor

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1. **Call Meeting to Order:**  
The meeting was called to order by Chairman Lund at 5:28 pm.
2. **Approve/Modify Agenda:**  
ANDREWS / HYLAND moved to approve the agenda.  
The motion was passed unanimously.
3. **Approve Minutes of July 14, 2016 Human Services Board Meeting:**  
  
HUXFORD / ANDREWS moved to approve the minutes dated July 14, 2016.  
The motion was passed unanimously.
4. **Presentation re: The Importance of Nonviolent Crisis Intervention:**  
  
Nurse Educator Samantha Behling gave a Power Point presentation to the board (attached).  
  
Q: County Supervisor Schadewald asked if we have talked to NWTC about offering some of these crisis prevention classes to students to allow them to have more specialization in the field.  
A: Behling stated we haven't, but it would be a possibility. We have been approached by other agencies to train their staff but unfortunately, we are unable to train anyone outside of our agency per CPI policy.

LINSSEN / ANDREWS moved to receive and place on file.  
Motion was carried unanimously.

**5. Review and Endorsement of Proposed 2017 Budget.**

Director Pritzl passed out a copy of his director's report that he submitted to HS Committee in August (attached).

The board members were mailed out draft budget packets prior to the meeting. Director Pritzl went through the highlights of the budget.

Q: Chairman Lund asked about the Economic Support graph and where the savings are with adding positions.

A: Johnson stated that administrative allocations are included in the 1<sup>st</sup> and 3<sup>rd</sup> columns but not in the 2<sup>nd</sup> and 4<sup>th</sup> columns.

Q: Chairman Lund asked why Children Youth & Families is decreasing by \$400,000.

A: Pritzl stated that is likely due to reduced costs in some out of home care areas as well as personnel costs as new staff coming in do not tend to make as much as those who are retiring.

Q: Supervisor Linssen asked if there are reductions to contracted services through Family Services.

A: Pritzl stated that contracts with Family Services have not been reduced.

Q: Chairman Lund asked if other contracted areas had been reduced.

A: Pritzl stated that other contracted areas were kept intact, with the exception of Catholic Charities who indicated that a \$20,000 reduction to the Teen Parenting program is possible. Chairman Lund asked if there was a letter regarding this. Pritzl stated there was an e-mail. Chairman Lund requested that the e-mail be shared.

ANDREWS / HUXFORD moved to approve the 2017 Human Services budget.  
Motion was carried unanimously.

**6. CTC Administrator Report including NPC Monthly Report:**

Schubert handed out the NPC August Monthly Report (attached). Executive Director Pritzl stated that people eloping from our facility is a very rare occurrence and out of 587 admissions, we have had only 1 elopement.

ANDREWS / HYLAND moved to receive and place on file.  
Motion was carried unanimously.

**7. Financial Report for Community Treatment Center and Community Programs:**

A financial summary was included in the board agenda. Financial Manager Eric Johnson went through the numbers.

HUXFORD / BRUNETTE moved to receive and place on file.  
Motion was carried unanimously.

**8. Statistical Reports:**

Please refer to the packet which includes this information.

**9. Approval for New Non-Continuous Provider & New Provider Contract:**

Please refer to the packet which includes this information.

CLANCY / HYLAND moved to receive items 8 – 9 and place on file.

Motion was carried unanimously.

**10. Other Matters:**

Q: Citizen Board Member Huxford asked for an update on the Day Report Center as it will possibly affect veteran's treatment court.

A: Pritzl stated that the award notice has been sent to Family Services and once we get the signed acceptance, we can ask specific questions to get the program started.

Next Meeting: Thursday, October 13, 2016

5:15 p.m. – Sophie Beaumont, Board Room A

**11. Adjourn Business Meeting:**

HUXFORD / ANDREWS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:49 p.m.

Respectfully Submitted,

Kara Navin  
Office Manager

# The Importance of Nonviolent Crisis Intervention

Created By: Samantha Behling, RN  
Infection Control/ Nurse Educator

## Objectives

- Define C.P.I.
- Recognize the Issue: Violence in Healthcare.
- Understand Ways to Reduce Risk by Providing Education.

## About C.P.I.

"C.P.I. is an international training organization committed to training professionals in safe ways to respond to crises at the earliest possible stage with confidence and competence."- *Crisis Prevention Institute*

More than **8 million** participate in the training program (healthcare professionals, educators, human service professionals, mental health providers)

## Recognizing the Issue

June 2010, Joint Commission Sentinel Event Alert #45- "Preventing Violence in the Healthcare Setting."

"Once considered safe havens, health care institutions today are confronting steadily increasing rates of violent crimes. As criminal activity spills over from the streets in through the doors, providing for the safety and security of all patients, visitors and staff within the walls of a health care institution requires increasing vigilant attention and action by safety and security personnel as well as all health care staff and providers."

The Joint Commission (2010, June 3). Sentinel Event Alert Issue 45 Retrieved from: <http://www.jointcommission.org/assets/EventAlert45.pdf>



## Recognizing the Issue

September 2011, OSHA reported injuries resulting from assaults and violent acts with an incidence rate of:

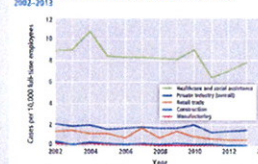
- 9.3/10,000 Health Service Workers
- 15/10,000 for Social Service Workers
- 25/10,000 for Nursing and Personal Care Facility Workers

OSHA (2013, September). *Caring for Our Caregivers: Facts about Hospital Workers' Safety*.



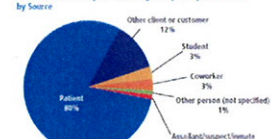
## Bureau of Labor Statistics

Violent Injuries Resulting in Days Away from Work, by Industry, 2002-2013



Source: Bureau of Labor Statistics data for occupational injuries caused by violence, including self-inflicted injuries.

Healthcare Worker Injuries Resulting in Days Away from Work, by Source

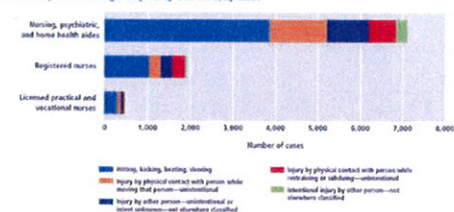


Source: Bureau of Labor Statistics (BLS), 2002 data. These data cover three broad activity sectors: ambulatory health care services, hospitals, and nursing and residential care facilities. Source categories are defined by BLS.



## Bureau of Labor Statistics

Violent Injuries Resulting in Days Away from Work, by Cause



Data source: Bureau of Labor Statistics, 2012 data.

## Contributing Factors

According to the Joint Commission  
Contributing Factors to Injury Are:

- **62% Leadership:** areas of policy and procedure development and implementation
- **60% Human Resources:** areas of education and competency assessment
- **58% Assessment:** inadequate or flawed patient observation procedures
- **53% Communication Failures**
- **36% Physical Environment:** environment and security procedures



The Joint Commission. (2013, June 3). Sentinel Event Alert, Issue 45 Retrieved from: [http://www.jointcommission.org/SentinelEvents/SentinelEventAlert/isa\\_45.htm](http://www.jointcommission.org/SentinelEvents/SentinelEventAlert/isa_45.htm)

## Moments of Crisis

*"A crisis is the moment in time when an individual loses rational or physical control over his/her own behavior."*

What might crisis a moment look like at Brown County Community Treatment Center (Nursing Home, Outpatient Clinic, Psychiatric Center, C.B.R.F.)?

## What Can We Control?

We cannot control the behavior of others in a moment of crisis or what led to the crisis. However, with proper training, we may be able to control our own behavior and responses to the actions of others.

## Emphasis on Early Intervention

Crisis Prevention Training Teaches Personnel:

- How to identify behaviors that could lead to a crisis.
- How to most effectively respond to each behavior, preventing escalation.
- How to use verbal/nonverbal techniques to defuse hostile behavior.
- How to cope with personal fears.
- How to assess risk levels.
- How to use disengagement skills to avoid injury if behavior becomes physical.

## The Impact of Nonverbal Behavior

## Personal Space

*Education on personal space helps us be aware of our preferences and respect those of others and also to recognize how invading personal space may escalate a person in crisis.*

## Body Language

*Education on body language helps us be aware of how body movement can escalate or de-escalate a person in crisis. C.P.I. teaches us to read nonverbal communication accurately in others and be aware of our own nonverbal communication (eye contact, gestures, facial expressions, posture, stance).*

## Vocal Part of Speech

**Tone.** VOLUME. Cadence.

## Managing Our Emotions

- Practice rational detachment and professionalism.
- Be realistic about expectations.
- Remind yourself that it's not about you.
- Be aware of the roots of power struggles.
- Reflect on what the behaviors could be communicating.
- Understand what makes us afraid and what drives our decisions.

## Risk Assessment Tools



## The C.P.I. Crisis Development Model

Crisis Development/Behavior Level	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Physical Intervention
4. Tension Reduction	4. Therapeutic Rapport

## Physical Intervention- Holding Skills

## The Practice of Holding Skills

### Crisis Prevention Training Teaches Personnel:

- When it's appropriate to physically intervene.
- How to develop team intervention strategies.
- How to assess the physical and psychological well-being of those involved.
- A progression of holding skills to manage aggressive behavior in the **least restrictive** safest manner.
- How to maintain rapport with aggressive clients.
- The importance of debriefing.

## Holding Skills

Wrist/Arm Hold



Neck Grab



## Holding Skills

Clothing Grab



Body Hug



## Holding Skills

Hair Pull



Bites



## Team Control and "Team 5"

*C.P.T. advocates that, whenever possible, a minimum of two staff are involved in the use of physical interventions.*

Shared Knowledge  
Physical Skills  
Experiences  
Communication Styles

**"Team 5": A Brown County Community Treatment Center emergency code to notify staff in a timely manner that a behavior has arisen and help is needed immediately.**

Policy and Procedure Manual, Team 5 Intervention, 11/15/2015



## Key Principles

- ✓Position
- ✓Posture
- ✓Proximity

## Standing Position Holds

Lower-Level Holding



Medium-Level Holding



Higher-Level Holding



## Control Dynamics

- ✓Manage the arms
- ✓Manage the incline
- ✓Manage mobility

## Team Control Position



## Benefits to Healthcare Personnel

- **Reduce the risk of injury** by decreasing the number of physical interventions.
- **Improve communication** by establishing a common language.
- **Boost personnel confidence** to intervene both verbally and physically.
- **Alleviate the stress and anxiety** associated with confusion or uncertainty in crisis moments.
- **Feel safe** at work.



## Community Treatment Center Statistics: Year 2015

- Nicolet Psychiatric Center Admissions: **962**
  - Of 962 Admissions, 730 were qualified under "Emergency Detention- Mental Illness"
- Average Daily Census: 10 clients
- Restraint and Seclusions: **68**
- Employee Incident Reports Resulting from Crises: **13**

*All Bay Haven, C.B.R.F. admissions were voluntary status relating to mental illness.*

## Community Treatment Center Statistics: Year 2016

<u>Number of Minutes in Restraints</u>	<u>Number of Minutes in Seclusion</u>
January-July = <b>415 minutes</b>	January-July = <b>4,241 minutes</b>
Total: <b>7 hours in Restraints</b>	Total: <b>71 hours in Seclusion</b>

Employee Incident Reports Resulting from Crises in 2016 **1**

## Benefits to Consumers

- Live, learn, and thrive in a **safe and respectful environment**.
- Interact with positive role models who are **well equipped to manage difficult situations**.
- Participate in the debriefing process and **learn new coping skills**.
- Receive guidance about making **positive behavior choices** in the future.
- **Feel supported** by personnel who are empathic, compassionate, and respectful.



## Benefits to Brown County Community Treatment Center

- **Minimize the risk** of potential liability.
- **Improve staff retention** by providing the skills necessary to manage difficult situations.
- **Comply with legislative mandates** and regulatory/accreditation guidelines.
- Create and maintain a **safe, caring, and respectful environment** for personnel and those we serve.
- Demonstrate Brown County's commitment and contribution to a **safer community**.



## Crisis Education at the B.C.C.T.C.

- In February 2016, trained educators facilitated 8 hours of Crisis Prevention Training for N.P.C. full-time personnel (19 personnel).
  - C.P.I. Trainers are required to complete a 3 day classroom experience and recertify every two years.
  - The B.C.C.T.C. has two trained facilitators.



## Crisis Education at the B.C.C.T.C.

- New Hire Orientation provides personnel with **30 minutes** of video on restraint application and physical intervention.
- Annual Education:
  - 30 Minutes: Workplace Violence
  - 30 Minutes: Handling Aggressive Behaviors
  - 30 Minutes: Anger Management



## Crisis Education in Other Facilities: Bellin Psychiatric Center

According to the Educator, Karen Tobin, **Bellin Psychiatric Center** trains ALL new direct care staff with 8 hours of C.P.I. This 8 hours is followed by additional training on seclusion and restraints for a total of approximately **12 hours** of new hire education. Bellin Psych offers a refresher course annually. Their policy states that C.P.I. refresher courses will be completed a minimum of every 15 months.

Bellin Psychiatric Center additionally educates non-direct care staff (Housekeeping, Front Desk personnel and Maintenance) as appropriate. The content for these individuals does not include team holding skills.

*Bellin Psychiatric New Hire Orientation is 30 days in length.*





## Proposed Crisis Education 2017

- Train all new direct care hires with a minimum of 8 hours of formal crisis prevention training. Personnel will have certification registered through the institute.
- Train all personnel currently working on Nicollet Psychiatric Center or Bayhaven regardless of posting.
- Train all new non-direct care hires with 1-2 hours of verbal/non-verbal de-escalation techniques.
- Complete refresher course annually for both direct and indirect personnel.



## Cutting Costs in Other Areas

- Brown County Community Treatment Center Historical 8 Hour Annual Education Day for all personnel is now completed through web-based Relias Learning education modules.
- Courses are completed during scheduled hours throughout the year to avoid additional hourly compensation.



## Values and Principles Support Crisis Prevention Training

- **Personnel will be appropriately trained and demonstrate competence** in understanding the population.
- **Personnel will better understand, accept and promote client recovery.**
- Personnel will be equipped to identify and defuse challenging behavior, allowing more time to **develop therapeutic rapport** with the clients we serve.
- There will be an improved ability to individualize treatment plans.
- **Personnel will be empowered to work in collaboration with clients.**
- **Performance improvement plans** will have the ability to use data to improve programs.

## The Brown County Vision

"The Brown County Community Treatment Center will distinguish itself as a leader in redefining healthcare by providing quality care so residents/clients can maintain their dignity, independence and develop to their full potential."

CARE. WELFARE. SAFETY. SECURITY.

## References

- Brown County Community Treatment Center. (2015). *Annual Report*. Retrieved from <http://www.bccctc.com/annual-report>
- Community Treatment Center. (2015). *Annual Report*. Retrieved from <http://www.bccctc.com/annual-report>
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## BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-3600



Phone (920) 448-6000 Fax (920) 448-6126

Erik Pritzl Executive Director

To: Human Services Committee

From: Erik Pritzl, Executive Director

Date: August 24, 2016

Re: Executive Director's Report

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Activities since the last time the Human Services Board and Committee are summarized below by the primary division area of the department.

### Community Programs

#### Behavioral Health

##### *Mental Health Initiatives:*

- The Request for Proposals (RFP) related to the Day Report Center has been closed, and proposals have been received. All reference checks have been completed, but there was a delay in finishing those by the end of July. An award notice should be issued by Purchasing soon.
- A guide and information associated with detoxification services has been distributed to community partners. One of the concepts includes utilizing our outpatient orientation group, substance abuse assessment, and Bay Haven Community Based Residential Facility for continued assessment and support for high relapse risk individuals.
- Mobile Crisis Expansion was approved previously, and the contracted provider, Family Services, filled all positions by the middle of July. Comparing June to July, there was an increase in mobile crisis contacts (21%) and diversion stays (non-hospital placements). Mobile crisis response in less than 30 minutes was achieved in 88% of the mobile crisis calls.
- Department staff have completed a review of different options for residential treatment, and will be bringing a proposal forward in September for this component of the initiative.



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## **Children, Youth and Families (CYF)**

### *CYF Manager:*

We have completed an initial round of interviews for the Children, Youth and Families Manager position. Additional interviews will be scheduled based on the results of the first round of interviews. The duties of the CYF Manager continue to be handled by an interim Manager for Child Protective Services, Kevin Brennan, and the Deputy Director, Nancy Fennema.

### *Collaborative Crisis Planning:*

The CYF Division started working with the UW-Green Bay Behavioral Health Training Partnership on a collaborative crisis planning project. The purpose of the project is to improve coordination of crisis planning and response for children and adolescents. The project includes training and support for county staff, training for school personnel, and training for foster parents. The first part of the work with county staff kicked off in August with a role mapping exercise to promote a shared understanding of the different roles and responsibilities each distinct program area has with children.

## **Community Treatment Center**

The utilization of the three units of the Community Treatment Center continues to be higher than 2015:

- The Nicolet Psychiatric Center unit has seen a continued increase in the average daily population to 11.6 for the year, with July's utilization higher at 13.1. We continue to see higher utilization by Brown County residents compared to other counties in 2016 (78%) vs. 2015 (68 %.) Community Treatment Center staff have been managing admissions to balance the needs of the community with available capacity. There have been a number of times in the past few months when NPC has reached capacity, and Bellin was not able to fully address the inpatient needs by providing overflow capacity. We have used Winnebago Mental Health Institute for these situations.
- The Bay Haven CBRF unit had an average daily population of 7.1 in July, bringing the year to date average daily population to 4.2 which is over the budgeted average of 3.6. This is a significant improvement over 2015, when the year to date average was 1.0 as of the end of July.

## **General Department Updates**

Department staff are working collaboratively to ensure that billing for services is taking place, and assessing consumer fees for services, when appropriate, by basing the fee on the person's ability to pay as outlined in administrative code (DHS 1.) The department is ensuring there is communication between different program areas and Economic Support regarding a person's health insurance coverage, and if a person is without coverage, encouragement and direction to apply for Medical Assistance is provided. Economic Support staff have been out stationed at St. Vincent's Hospital and the Brown County Jail to improve access to benefits.

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Green Bay, WI 54305-3600



Phone (920) 448-6000 Fax (920) 448-6126

Erik Pritzl Executive Director

To: Human Services Board  
Human Services Committee

From: Erik Pritzl, Executive Director

Date: October 4, 2016

Re: Executive Director's Report

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Activities since the last time the Human Services Board and Committee are summarized below by the primary division area of the department.

### Community Programs

#### Behavioral Health

##### *Mental Health Initiatives Updates:*

- The Request for Proposals (RFP) related to the Day Report Center has been completed, and Family Services is the selected vendor. It is anticipated that the center will become operational by November 15, 2016.
- Mobile Crisis Expansion was approved previously, and the contracted provider, Family Services, has filled all positions. From August to September, there was a decrease in the overall number of in-person mobile assessments, with much of this due to fewer responses to the jail. The duration of in-person contacts increased by 28%, and diversion stays almost doubled. The number of assessments taking place in the hospitals increased from 19 in July to 31 in August. Mobile crisis response in less than 30 minutes was achieved in 81% of the mobile crisis calls.
- A proposal and resolution for residential treatment was brought before the Human Services Committee on September 28<sup>th</sup>, was passed, and will now go the full County Board in October. This proposal is to utilize community providers for residential treatment.

#### Children, Youth and Families (CYF)

##### *CYF Manager:*

Kevin Brennan was selected as the Children, Youth and Families Manager effective October 3,



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2016. Kevin has been fulfilling the duties on an interim basis, along with Nancy Fennema. I appreciate Kevin and Nancy taking on the interim duties, while fulfilling all of the regular duties of their respective positions.

#### *Secure Detention Changes:*

There have been changes at the jail related to secure detention and where juveniles specifically are housed. The current pod for juveniles holds 10 males, and 5 females. While this may address many of the needs specific to Brown County youth, department staff members need to plan for times when our needs could exceed our capacity. A workgroup has been initiated with staff from Shelter Care, Juvenile Justice and Child Protective Services to be proactive in planning for youth, and develop strategies to address capacity issues should these arise. Utilizing facilities in other counties might be needed from time to time.

#### **Community Treatment Center**

The utilization of the three units of the Community Treatment Center continues to be higher than 2015:

- The Nicolet Psychiatric Center unit has seen a continued increase in the average daily population to 12.0 for the year, with September's utilization higher at 14.3. We continue to see higher utilization by Brown County residents compared to other counties in 2016 (78%) vs. 2015 (70 %.) We continue to see utilization of other facilities to manage the acute psychiatric inpatient needs. Bellin Psychiatric Center has been able to address some of the census issues overall, with Winnebago Mental Health Institute being utilized as another backup.
- The Bay Haven CBRF unit had an average daily population of 3.6 in September, bringing the year to date average daily population to 4.2 which is over the budgeted average of 3.6. The diversion population as a whole (in both Bay Haven and Diversion) has presented some challenges due to the number of times the total population exceeds the size of one facility. The department is evaluating other options for Bay Haven.

#### **General Department Updates**

The Human Services Agency Fair was held at the Central Library on September 27<sup>th</sup>. We were able to educate people in attendance on many of the services offered through the department, and provided educational breakout sessions focused on Volunteer Opportunities, Foster Care Recruitment and Mandated Reporting for Child Abuse and Neglect. We will now evaluate the event, and determine what improvements to make for the future.



## CTC FISCAL SERVICES

Eric Johnson – Finance Manager  
Susan Salewski – ABC Supervisor  
Mark Lallensack – Accountant

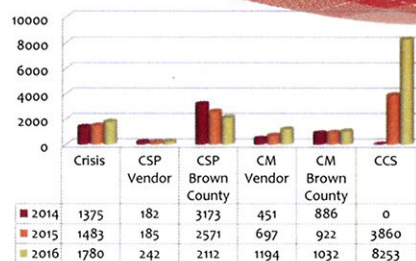
## Programs Billed For:

- \* Bayshore Village Nursing Home
- \* Nicolet Inpatient Psychiatric Hospital
- \* Bay Haven CBRF
- \* Substance Abuse
- \* Psychotherapy
- \* Mental Health
- \* Lab
- \* Crisis Intervention and Crisis Diversion
- \* CSP (Vendors and Brown County) – Community Support Program
- \* CCS – Comprehensive Community Services
- \* CABHU – Child & Adolescent Behavioral Health Unit
- \* CLTS – Children's Long Term Support
- \* Case Management (Vendors and Brown County)
- \* Treatment Court
- \* Self-Pay – Nursing Home, Inpatient Hospital, CBRF, Outpatient Clinic, Lab, CABHU, Treatment Court

## ABC Supervisor Susan Salewski

- \* **A – Admissions** – Nicolet Psychiatric Hospital, BayHaven CBRF, Lab, Outpatient Clinic, and Bay Shore Nursing Home
- \* **B – Billing** – All County Programs, Nicolet Psychiatric Hospital, BayHaven CBRF, Lab, Outpatient Clinic and Bay Shore Nursing Home
- \* **C- Collections - Self Pay**
- \* Supervise Front Desk Receptionists
- \* Supervise the Outpatient Clinic Receptionists

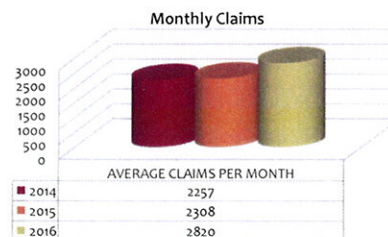
## Average Claims per Month for County Programs



## Brown County Human Services Community Treatment Center ABC Services

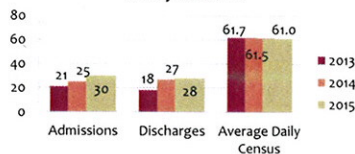
- \* Staff:
  - \* Account Clerk I
    - \* Nicolet/BayHaven Billing (1.0 FT)
    - \* BayShore Nursing Home Billing (1.0 FT)
    - \* Collection and Accounts Receivable (1.0-FT and 0.8-PT)
  - \* Account Clerk II
    - \* Outpatient Clinic Billing (1.0-FT)
    - \* Lab Billing, Treatment Court and Credentialing (1.0-FT)
  - \* Clerk II
    - \* Outpatient Clinic Admissions (1.0-FT)
    - \* Case Management-Vendor and BC, CSP-Vendor and BC, CLTS-BC (1.0-FT)
    - \* Crisis and CCS Billing (0.5-PT)
  - \* Clerk III
    - \* Nicolet and BayHaven Admissions (2.0-FT)
  - \* Clerk Receptionist
    - \* Outpatient (3.0-FT)
    - \* Switchboard (2.22-FT, 2 on-call)

## Average Claims per Month for Outpatient Clinic



## Bayshore Village Nursing Home

Yearly Statistics



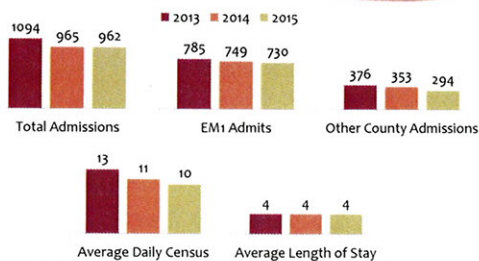
\* 63 Licensed Beds Facility  
\* 2 Beds required to be available for Protective Placement

## Brown County Human Services Community Treatment Center Accountant

- Accounting:
  - Review Daily bank deposits and perform monthly bank reconciliation
  - Provide Account numbers review and approve Accounts payable
  - Prepare and record Journal entries
  - Maintain Petty cash system and review front desk petty cash for patients
  - Run Avatar and Point Click Care reports to prepare cash receipts and accounts receivable entries
  - Prepare monthly, & quarterly financial reports for appropriate audiences
  - Work with ABC Supervisor to record revenue charges and to review billing, receiving and collection process issues
  - Maintain statistics files to be used for cost accounting needed for preparing several required government reports

## Nicolet Psychiatric Hospital Admission Stats

\* As of Sep 2013  
Nicolet converted from 32 licensed beds to 16 licensed beds



## Brown County Human Services Community Treatment Center Accountant

- Government Reporting:
  - Medicare Cost Report / Centers for Medicare and Medicaid Services (CMS) - most complex cost report to split costs between Nursing Home, Hospital, CBRF and other community programs
  - Wisconsin Hospital Association (WHA) Annual Survey - provide mostly statistical and some financial data in five major categories pertaining to Nicolet Hospital for Wisconsin state reporting purposes
  - Medicaid Cost Report - for Wisconsin Nursing Home rate setting - Provide cost accounting data and some statistics pertaining to just the Bayshore Village Nursing Home
  - US Department of Commerce - quarterly report on census and services for Nicolet Hospital
  - State of Wisconsin Consumer Information Report - Nursing Home staffing survey
  - Wisconsin Department of Health Services - Hospital Annual Report and Nursing Home Annual Report

## Uninsured Admissions to Nicolet Psychiatric Hospital 2016

- \* 587 - Admissions - January through August 2016
- \* 77 - Clients were uninsured - 14%
- \* 10 - Clients refused to apply for Medicaid - Self Pay
- \* 67 - Clients applied for Medicaid with help from Admissions Department
- \* 45 - Applications were approved
- \* 13 - Applications were denied
- \* 9 - Applications are still pending approval

## Finance Manager

- Financial Service Areas for Human Services Department:
  - ABC Team - admissions and receptionists for NH, Hospital/CBRF & Clinic, billing & collection services for CTC and Community Programs
  - CTC Accounting & Finance - NPC, NH & CBRF general accounting, monthly reporting, budgeting, and governmental cost reports
  - Community Programs Accounting & Finance - general accounting, financial reporting, budgeting, DHS/DCF state grants & other special grant claiming, provider payment processing, and WIMCR/CCS cost reporting for Economic Support, Children Youth & Families, and Adult Behavioral Health divisions
  - Representative Payee - financial guardianship services for approximately 700 clients with budget counselors managing all income and expenses including rent, utilities, food, clothing and allowances

Thank You ☺

\* Question\$ ?



## **NPC September Monthly Report**

1. **Patient Care Issues**- There are no new concerns to report.
2. **Contracted Services Issues** – The Community Treatment Center has entered into a five year contract commitment with HealthDirect Pharmacy Services effective 10/01/2016. This new contract agreement includes the use of an Automated Medication Dispensing System to ensure patients receive timely initial dose medication and contingency medication doses upon admission to our hospital. The “Go Live” date for this new technology is scheduled for 11/06/2016. This quality initiative was targeted to ensure compliance with CMS hospital regulatory standards for the quality and timely treatment for clients admitted under the hospital’s care.

We are currently working with our Brown County Purchasing and Public Works Departments on a request to obtain projects bids to enhance the security of the fencing system on our secure courtyard at the psychiatric hospital. We are seeking additional project bids on this project with an estimated vendor selection to occur in the month of October 2016.

3. **Summary of patient complaints**- There were no patient complaints/grievances filed during the month of September.
4. **Federal/State Regulatory Concerns**- There were no hospital health inspections conducted during the month of September.
5. **Approval of Medical Staff appointments**- It was noted at September’s Medical Staff Meeting that Dr. Mannem’s re-credentialing is in progress and that Dr. Bales and Dr. Rodriguez are up for re-appointment in November 2016.
6. **Other Business**- The EM-1 committee has formed a sub-committee to work on patient-flow barriers and to streamline access to our inpatient psychiatric hospital. The sub-committee is also targeting a decrease in the diversion of clients needing to go outside of Brown County to access inpatient psychiatric hospital treatment. This committee has representation from county and city law enforcement agencies, local



medical hospitals, the Crisis Center, and local psychiatric hospitals coming together to work on solutions to improve the system and patient flow into our services.

The scheduled Fiscal Services presentation was unavailable for the QAPI meeting on 09/28/16. The presentation is scheduled for October's Human Services Board meeting. A special QAPI meeting was held for BayShore Village on 09/28/16 to review a recent DHS regulatory event within the nursing home. A statement of deficiencies is pending and not received to date on this event.

*Respectfully submitted by:*  
*Luke Schubert, NHA*  
*Hospital and Nursing Home Administrator*

## BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-3600



Phone (920) 448-6000 Fax (920) 448-6166

Erik Pritzl, Executive Director

To: Human Services Board and Human Services Committee

Date: October 3, 2016

Subject: YTD 8/31/16 Financial Results for CTC and Community Programs

---

### Community Treatment Center

The August financial statement for CTC shows a deficit of \$62,111 which remains favorable as in July compared to the average monthly budgeted deficit of \$66,981 which represents non-cash depreciation expense. This improves the overall YTD unfavorable budget variance for CTC to approximately \$153,000 as of 8/31/16 due to unfavorable variances in earlier months resulting from higher than anticipated staffing. This was largely due to a high number of patients requiring 1:1 supervision by nursing staff. Current year results (\$689,021 deficit) show a significant improvement from prior year results (\$2,251,300 deficit) on a YTD basis.

Revenues are higher overall than anticipated in the budget after 8 months at 70% of the annual budget compared to 67% representing 8/12 of the year. Expenses are slightly higher at 71% of the total annual budget due to personnel costs which include employee benefits at 2% higher than budget. Both revenues and expenses have been impacted by higher than budgeted census for the Hospital and CBRF.

		<u>Actual</u>	<u>Budget</u>
YTD Average Census:	Hospital	11.7	10.1
	Nursing Home	61.4	61.4
	CBRF	4.3	3.6

### Community Programs

YTD 8/31/16 results for Community Programs show overall revenues at 67% of the annual budget and expenses at 66% compared to a benchmark of 67% after 8 months. This includes expenses for Mental Health Expansion initiatives which are increasing in the last half of the year so the YTD percentage for expense is anticipated to increase compared to revenues during the final months of the year. Personnel costs for Community Programs also include employee benefits at approximately 2% higher than budget.

Respectfully Submitted,

Eric Johnson  
Finance Manager



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		<u>Actual</u>	<u>Budget</u>
YTD Average Census:	Hospital	11.7	10.1
	Nursing Home	61.4	61.4
	CBRF	4.3	3.6

### Community Programs

YTD 8/31/16 results for Community Programs show overall revenues at 67% of the annual budget and expenses at 66% compared to a benchmark of 67% after 8 months. This includes expenses for Mental Health Expansion initiatives which are increasing in the last half of the year so the YTD percentage for expense is anticipated to increase compared to revenues during the final months of the year. Personnel costs for Community Programs also include employee benefits at approximately 2% higher than budget.

Respectfully Submitted,

Eric Johnson  
Finance Manager







# Community Treatment Center

Through 08/31/16  
Prior Fiscal Year Activity Included  
Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% used/ Rec'd	Prior Year YTD
<b>Fund 630 - CTC</b>									
<b>REVENUE</b>									
Property taxes	2,797,019.00	.00	2,797,019.00	233,084.92	.00	1,864,679.36	932,339.64	67	1,718,855.36
Intergov Revenue	4,006,480.00	.00	4,006,480.00	648,679.01	.00	2,741,861.77	1,264,618.23	68	2,295,160.63
Public Charges	3,826,594.00	.00	3,826,594.00	31,451.54	.00	2,650,478.66	1,176,115.34	69	1,840,890.43
Miscellaneous Revenue	1,569,820.00	.00	1,569,820.00	172,139.83	.00	1,269,586.09	300,233.91	81	872,354.27
Other Financing Sources	.00	9,818.00	9,818.00	.00	.00	9,818.20	(.20)	100	6,799.00
<b>REVENUE TOTALS</b>	<b>\$12,199,913.00</b>	<b>\$9,818.00</b>	<b>\$12,209,731.00</b>	<b>\$1,085,355.30</b>	<b>\$0.00</b>	<b>\$8,536,424.08</b>	<b>\$3,673,306.92</b>	<b>70%</b>	<b>\$6,734,059.69</b>
<b>EXPENSE</b>									
Personnel Costs	8,825,562.00	9,818.00	8,835,380.00	805,633.15	.00	6,360,929.80	2,474,450.20	72	6,108,546.61
Operating Expenses	4,178,122.00	.00	4,178,122.00	341,833.35	5,040.00	2,864,515.89	1,308,566.11	69	2,876,179.41
Outlay	.00	.00	.00	.00	.00	.00	.00	+++	633.67
<b>EXPENSE TOTALS</b>	<b>\$13,003,684.00</b>	<b>\$9,818.00</b>	<b>\$13,013,502.00</b>	<b>\$1,147,466.50</b>	<b>\$5,040.00</b>	<b>\$9,225,445.69</b>	<b>\$3,783,016.31</b>	<b>71%</b>	<b>\$8,985,359.69</b>
<b>Fund 630 - CTC Totals</b>									
<b>REVENUE TOTALS</b>	<b>12,199,913.00</b>	<b>9,818.00</b>	<b>12,209,731.00</b>	<b>1,085,355.30</b>	<b>.00</b>	<b>8,536,424.08</b>	<b>3,673,306.92</b>	<b>70</b>	<b>6,734,059.69</b>
<b>EXPENSE TOTALS</b>	<b>13,003,684.00</b>	<b>9,818.00</b>	<b>13,013,502.00</b>	<b>1,147,466.50</b>	<b>5,040.00</b>	<b>9,225,445.69</b>	<b>3,783,016.31</b>	<b>71</b>	<b>8,985,359.69</b>
<b>Grand Totals</b>	<b>(\$803,771.00)</b>	<b>\$0.00</b>	<b>(\$803,771.00)</b>	<b>(\$62,111.20)</b>	<b>(\$5,040.00)</b>	<b>(\$689,021.61)</b>	<b>(\$109,709.39)</b>		<b>(\$2,251,300.00)</b>
<b>Grand Totals</b>									
<b>REVENUE TOTALS</b>	<b>12,199,913.00</b>	<b>9,818.00</b>	<b>12,209,731.00</b>	<b>1,085,355.30</b>	<b>.00</b>	<b>8,536,424.08</b>	<b>3,673,306.92</b>	<b>70</b>	<b>6,734,059.69</b>
<b>EXPENSE TOTALS</b>	<b>13,003,684.00</b>	<b>9,818.00</b>	<b>13,013,502.00</b>	<b>1,147,466.50</b>	<b>5,040.00</b>	<b>9,225,445.69</b>	<b>3,783,016.31</b>	<b>71</b>	<b>8,985,359.69</b>
<b>Grand Totals</b>	<b>(\$803,771.00)</b>	<b>\$0.00</b>	<b>(\$803,771.00)</b>	<b>(\$62,111.20)</b>	<b>(\$5,040.00)</b>	<b>(\$689,021.61)</b>	<b>(\$109,709.39)</b>		<b>(\$2,251,300.00)</b>





# Community Programs

Through 08/31/16  
Prior Fiscal Year Activity Included  
Summary Listing

Account Classification	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% used/	Prior Year YTD
<b>Fund 201 - CP</b>									
<b>REVENUE</b>									
Property taxes	16,249,887.00	.00	16,249,887.00	1,354,157.25	.00	10,833,258.00	5,416,629.00	67	10,040,501.36
Intergov Revenue	31,465,027.00	13,243.00	31,478,270.00	2,749,241.02	.00	21,446,184.78	10,032,085.22	68	49,831,739.98
Public Charges	2,183,021.00	30,500.00	2,213,521.00	155,364.48	.00	1,416,222.75	797,298.25	64	1,291,742.38
Miscellaneous Revenue	49,400.00	.00	49,400.00	7,934.00	.00	98,604.51	(49,204.51)	200	67,071.46
Other Financing Sources	530,500.00	(24,956.00)	505,544.00	.00	.00	5,544.00	500,000.00	1	20,464.00
<b>REVENUE TOTALS</b>	<b>\$50,477,835.00</b>	<b>\$18,787.00</b>	<b>\$50,496,622.00</b>	<b>\$4,266,696.75</b>	<b>\$0.00</b>	<b>\$33,799,814.04</b>	<b>\$16,696,807.96</b>	<b>67%</b>	<b>\$61,251,519.18</b>
<b>EXPENSE</b>									
Personnel Costs	18,204,396.00	5,544.00	18,209,940.00	1,622,193.22	.00	12,290,002.19	5,919,937.81	67	13,267,551.06
Operating Expenses	33,215,383.00	165,383.00	33,380,766.00	2,621,925.50	64,914.26	21,716,841.80	11,599,009.94	65	48,045,247.36
Outlay	.00	.00	.00	.00	.00	(165.00)	165.00	+++	13,027.90
<b>EXPENSE TOTALS</b>	<b>\$51,419,779.00</b>	<b>\$170,927.00</b>	<b>\$51,590,706.00</b>	<b>\$4,244,118.72</b>	<b>\$64,914.26</b>	<b>\$34,006,678.99</b>	<b>\$17,519,112.75</b>	<b>66%</b>	<b>\$61,325,826.32</b>
<b>Fund 201 - CP Totals</b>									
<b>REVENUE TOTALS</b>	<b>50,477,835.00</b>	<b>18,787.00</b>	<b>50,496,622.00</b>	<b>4,266,696.75</b>	<b>.00</b>	<b>33,799,814.04</b>	<b>16,696,807.96</b>	<b>67</b>	<b>61,251,519.18</b>
<b>EXPENSE TOTALS</b>	<b>51,419,779.00</b>	<b>170,927.00</b>	<b>51,590,706.00</b>	<b>4,244,118.72</b>	<b>64,914.26</b>	<b>34,006,678.99</b>	<b>17,519,112.75</b>	<b>66</b>	<b>61,325,826.32</b>
<b>Fund 201 - CP Totals</b>	<b>(\$941,944.00)</b>	<b>(\$152,140.00)</b>	<b>(\$1,094,084.00)</b>	<b>\$22,578.03</b>	<b>(\$64,914.26)</b>	<b>(\$206,864.95)</b>	<b>(\$822,304.79)</b>		<b>(\$74,307.14)</b>
<b>Grand Totals</b>									
<b>REVENUE TOTALS</b>	<b>50,477,835.00</b>	<b>18,787.00</b>	<b>50,496,622.00</b>	<b>4,266,696.75</b>	<b>.00</b>	<b>33,799,814.04</b>	<b>16,696,807.96</b>	<b>67</b>	<b>61,251,519.18</b>
<b>EXPENSE TOTALS</b>	<b>51,419,779.00</b>	<b>170,927.00</b>	<b>51,590,706.00</b>	<b>4,244,118.72</b>	<b>64,914.26</b>	<b>34,006,678.99</b>	<b>17,519,112.75</b>	<b>66</b>	<b>61,325,826.32</b>
<b>Grand Totals</b>	<b>(\$941,944.00)</b>	<b>(\$152,140.00)</b>	<b>(\$1,094,084.00)</b>	<b>\$22,578.03</b>	<b>(\$64,914.26)</b>	<b>(\$206,864.95)</b>	<b>(\$822,304.79)</b>		<b>(\$74,307.14)</b>

**BROWN COUNTY COMMUNITY TREATMENT CENTER  
SEPTEMBER 2016 BAY HAVEN STATISTICS**

ADMISSIONS	September	YTD 2016	YTD 2015
Voluntary - Mental Illness	31	215	100
Voluntary - Alcohol	0	0	0
Voluntary - AODA/Drug	0	0	0
Police Protective Custody - Alcohol	0	0	0
Commitment - Alcohol	0	0	0
Commitment - Drug	0	0	0
Court-Ordered Evaluation	0	0	0
Emergency Commitment- Alcohol	0	0	0
Emergency Detention - Drug	0	0	0
Emergency Detention - Mental Illness	0	0	0
Court Order Prelim. - Mental Illness	0	0	0
Court Order Prelim. - Alcohol	0	0	0
Court Order for Final Hearing	0	0	0
Commitment - Mental Illness	0	0	0
Return from Conditional Release	0	0	0
Court Order Prelim. - Drug	0	0	0
Other	0	0	0
<b>TOTAL</b>	<b>31</b>	<b>215</b>	<b>100</b>

ADMISSIONS BY UNITS			
Bay Haven	31	215	100
<b>TOTAL</b>	<b>31</b>	<b>215</b>	<b>100</b>

ADMISSIONS BY COUNTY			
Brown	29	185	79
Door	0	5	4
Kewaunee	0	2	4
Oconto	0	2	2
Marinette	0	1	0
Shawano	0	5	8
Waupaca	0	0	0
Menominee	0	1	1
Outagamie	0	2	1
Manitowoc	1	6	1
Winnebago	0	0	0
Other	1	6	0
<b>TOTAL</b>	<b>31</b>	<b>215</b>	<b>100</b>

NEW ADMISSIONS			
Bay Haven	20	162	70
<b>TOTAL</b>	<b>20</b>	<b>162</b>	<b>70</b>

READMIT WITHIN 30 DAYS			
Bay Haven	6	20	7
<b>TOTAL</b>	<b>6</b>	<b>20</b>	<b>7</b>

AVERAGE DAILY CENSUS	September	YTD 2016	YTD 2015
Bay Haven	3.6	4.2	1.2
<b>TOTAL</b>	<b>3.6</b>	<b>4.2</b>	<b>1.2</b>

INPATIENT SERVICE DAYS			
Bay Haven	109	1155	341
<b>TOTAL</b>	<b>109</b>	<b>1155</b>	<b>341</b>

BED OCCUPANCY			
Bay Haven	24%	28%	8%
<b>TOTAL (15 Beds)</b>	<b>24%</b>	<b>28%</b>	<b>8%</b>

DISCHARGES			
Bay Haven	27	213	94
<b>TOTAL</b>	<b>27</b>	<b>213</b>	<b>94</b>

DISCHARGE DAYS			
Bay Haven	94	1145	298
<b>TOTAL</b>	<b>94</b>	<b>1145</b>	<b>298</b>

AVERAGE LENGTH OF STAY			
Bay Haven	3	5	3
<b>TOTAL</b>	<b>3</b>	<b>5</b>	<b>3</b>

AVERAGE LENGTH OF STAY BY COUNTY			
Brown	3	4	5
Door	0	3	2
Kewaunee	0	2	0
Oconto	0	0	0
Marinette	0	1	0
Shawano	1	1	2
Waupaca	0	0	0
Menominee	0	0	0
Outagamie	0	4	0
Manitowoc	7	6	0
Winnebago	0	0	0
Other	1	2	0
<b>TOTAL</b>	<b>3</b>	<b>5</b>	<b>4</b>

IN/OUTS	Current	YTD	2015
	6	32	1

**BROWN COUNTY COMMUNITY TREATMENT CENTER  
SEPTEMBER 2016 NICOLET PSYCHIATRIC CENTER STATISTICS**

ADMISSIONS	September	YTD 2016	YTD 2015
Voluntary - Mental Illness	2	90	111
Voluntary - Alcohol	0	0	0
Voluntary - AODA/Drug	0	0	0
Police Protective Custody - Alcohol	0	0	0
Commitment - Alcohol	0	0	0
Commitment - Drug	0	0	0
Court-Ordered Evaluation	0	0	0
Emergency Commitment- Alcohol	0	0	0
Emergency Detention - Drug	0	0	0
Emergency Detention - Mental Illness	60	485	524
Court Order Prelim. - Mental Illness	0	0	0
Court Order Prelim. - Alcohol	0	0	0
Court Order for Final Hearing	1	14	8
Commitment - Mental Illness	0	0	0
Return from Conditional Release	5	63	59
Court Order Prelim. - Drug	0	0	0
Other	0	3	4
<b>TOTAL</b>	<b>68</b>	<b>655</b>	<b>706</b>

ADMISSIONS BY UNITS			
Nicolet	68	655	706
<b>TOTAL</b>	<b>68</b>	<b>655</b>	<b>706</b>

ADMISSIONS BY COUNTY			
Brown	55	510	491
Door	1	15	13
Kewaunee	2	17	17
Oconto	0	16	29
Marinette	1	11	25
Shawano	1	8	27
Waupaca	0	2	1
Menominee	0	4	4
Outagamie	0	18	10
Manitowoc	1	24	53
Winnebago	5	10	4
Other	2	20	32
<b>TOTAL</b>	<b>68</b>	<b>655</b>	<b>706</b>

NEW ADMISSIONS			
Nicolet	36	327	334
<b>TOTAL</b>	<b>36</b>	<b>327</b>	<b>334</b>

READMIT WITHIN 30 DAYS			
Nicolet	10	70	90
<b>TOTAL</b>	<b>10</b>	<b>70</b>	<b>90</b>

AVERAGE DAILY CENSUS	September	YTD 2016	YTD 2015
Nicolet	14.3	12.0	10.0
<b>TOTAL</b>	<b>14.3</b>	<b>12.0</b>	<b>10.0</b>

INPATIENT SERVICE DAYS			
Nicolet	428	3290	2751
<b>TOTAL</b>	<b>428</b>	<b>3290</b>	<b>2751</b>

BED OCCUPANCY			
Nicolet	89%	75%	63%
<b>TOTAL (16 Beds)</b>	<b>89%</b>	<b>75%</b>	<b>63%</b>

DISCHARGES			
Nicolet	65	651	710
<b>TOTAL</b>	<b>65</b>	<b>651</b>	<b>710</b>

DISCHARGE DAYS			
Nicolet	434	3241	2741
<b>TOTAL</b>	<b>434</b>	<b>3241</b>	<b>2741</b>

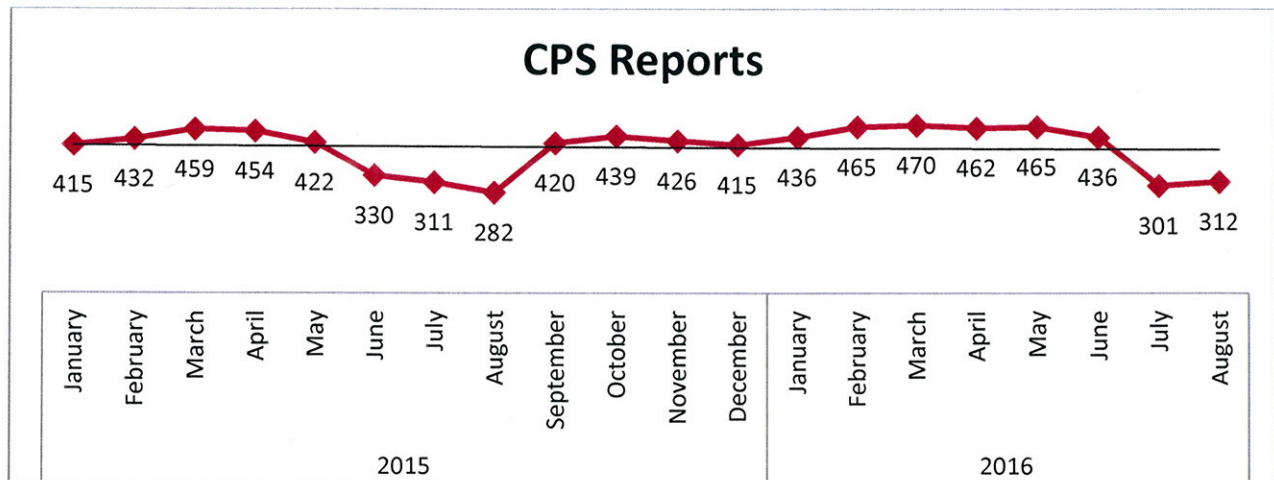
AVERAGE LENGTH OF STAY			
Nicolet	7	5	4
<b>TOTAL</b>	<b>7</b>	<b>5</b>	<b>4</b>

AVERAGE LENGTH OF STAY BY COUNTY			
Brown	6	6	5
Door	7	6	3
Kewaunee	7	5	4
Oconto	0	1	2
Marinette	10	6	5
Shawano	1	1	5
Waupaca	0	0	0
Menominee	0	1	2
Outagamie	27	17	2
Manitowoc	0	5	6
Winnebago	2	1	1
Other	9	7	3
<b>TOTAL</b>	<b>7</b>	<b>6</b>	<b>4</b>

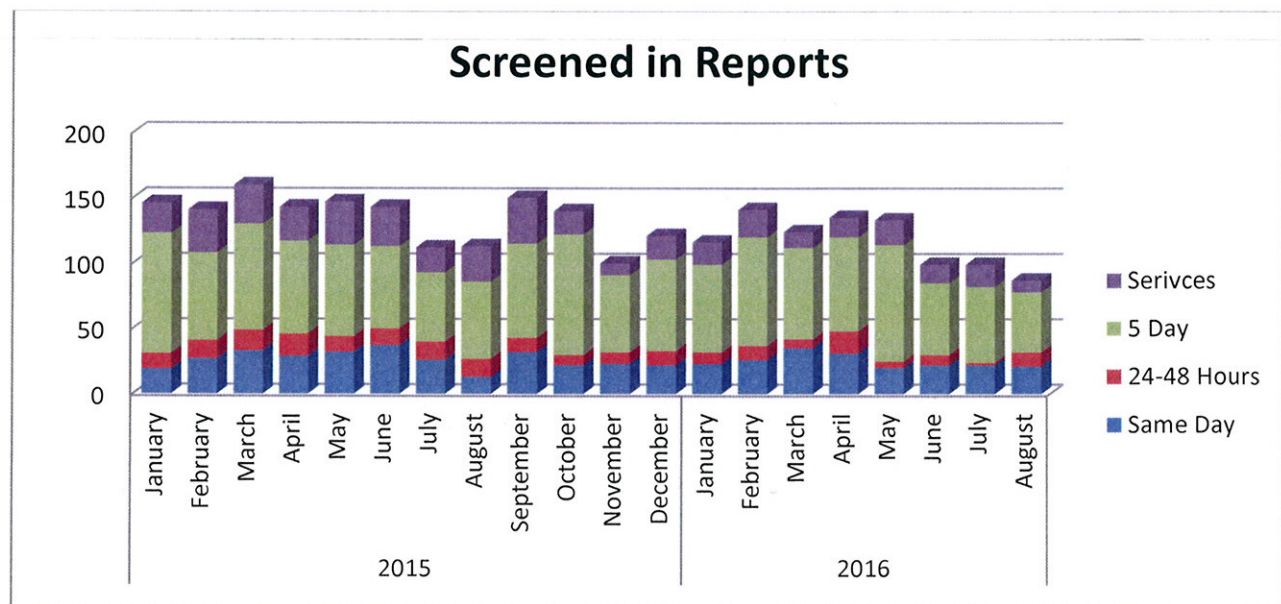
IN/OUTS	Current	YTD	2015
	0	26	46

# Child Protection Reports

All incoming calls to our Child Protective Services (CPS) Access are documented as a report. The total number of CPS reports are listed in graphic below:

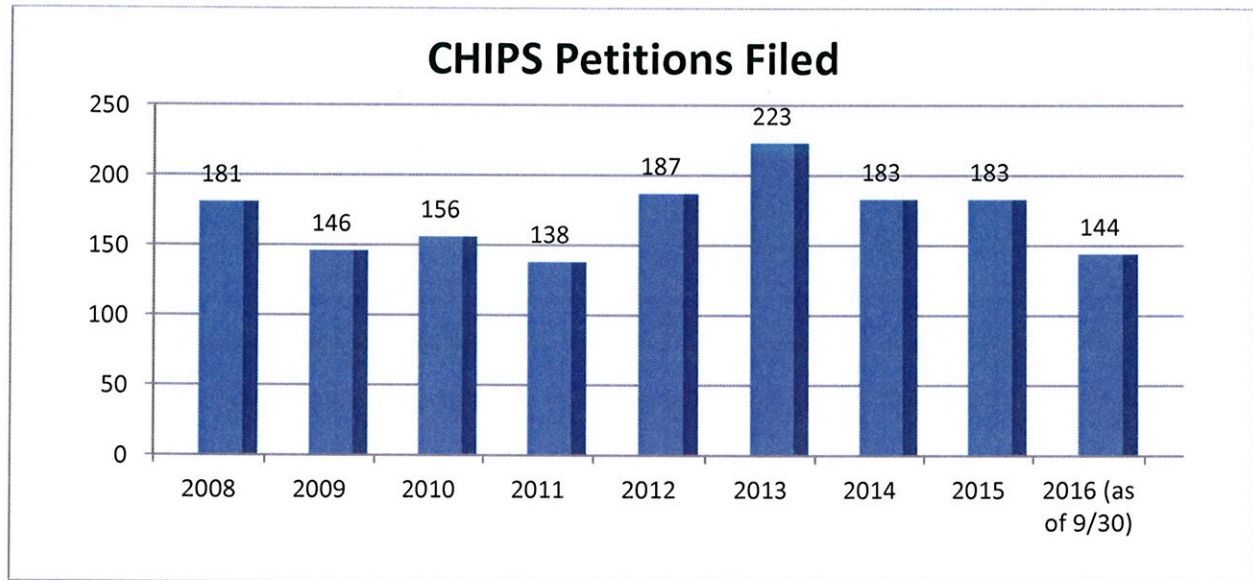


From the total number of reports, cases are screened by a Supervisor, and assigned to an Initial Assessment worker when accepted ("Screened In".) A "Services"(purple) is a report where the reporter believes the department should offer assistance to the family but no conditions of abuse or neglect are reported. A "5 day"(green) is a case where there are concerning conditions in the home, which are determined could meet definitions of abuse or neglect, and require further assessment. A "24-48" (red) is a case where there are potential safety conditions needing to be assessed which could lead to abuse or neglect, and the department responds within 24-48 hours. A "Same Day"(blue) is a case where there are safety conditions identified which are occurring at the time of the report, and require an urgent response.





After a worker assesses a case, it is decided if there is a reason and jurisdiction to file a CHIPS (**C**hild **I**n need of **P**rotection or **S**ervices) case. These cases court order services to the family. Often these are cases where children are not in the parent's care. If we project current filing out through the end of the year we will have approximately 192, which will exceed last year by approximately 5%.



**HUMAN SERVICES**  
**2016 PROVIDER CONTRACT LIST - 10/3/2016**

Agency	Service(s) Description	Target Client	Program Unit(s)	Contract Sent	Contract Returned	Original Not-to-Exceed Amount	Updated Not-to-Exceed Amount
Acceptional Minds LLC	Living skills for behaviorally-challenged children/families	Children	CLTS	1/7/2016	1/15/16	\$75,000	\$75,000
Adams L AFH	3-4 bed traditional adult family home	MH/AODA	Behavioral Health	11/30/15	1/5/16	\$111,218	\$116,510
Advocates for Healthy Transitional Living LLC	Foster and respite care	High behavioral needs children	CABHU, CPS, CLTS	1/19/16	1/26/16	\$275,000	\$275,000
Advocates Extension LLC	Counseling, daily living skills, summer programming, respite care, CCS services	High behavioral needs children	CABHU, CPS, JJ, CLTS	1/19/16	1/26/16	\$700,000	\$707,500
Agnesian Healthcare Inc.	Autism services	Children	CLTS	11/30/15	1/11/16	\$22,100	\$50,000
American Foundation of Counseling	Foster care services	Children	CPS	12/7/15	1/11/16	\$100,000	\$200,000
Anderson, Campell Educational Teaching (ACE)	Daily living skills training	Children	CLTS	11/17/15	1/11/16	\$24,000	\$24,000
Angels on Arcadian	CBRF (assisted living)	DD, PD	C-COP	1/28/16	1/28/16	\$150,000	\$150,000
Anna's Healthcare (formerly County Living)	CBRF (assisted living)	MH/AODA	Behavioral Health, C-COP	11/30/15	1/19/16	\$180,000	\$180,000
ASPIRO Inc.	Birth to 3 services, respite, prevocational training, adult day programming	DD youth/children	C-COP, CLTS, BT3	12/17/15	1/4/16	\$414,500	\$429,500
Bellin Health Occupational Health Solutions	Drug screenings	Adult parents	CPS	11/30/15	1/19/16	\$25,000	\$25,000
Bellin Psychiatric Center	Inpatient psychiatric and detox services	MH/AODA	Behavioral Health	1/25/16	2/8/16	\$10,000	\$235,000
Bennin, Marilyn	PALS volunteer trainer	PALS program volunteers	CPS	12/1/15	1/14/16	\$9,000	\$9,000
Better Days Mentoring	Youth mentoring services, daily living skills	Youth	JJ	12/21/15	1/5/16	\$25,000	\$25,000
Boil Adult Care Concepts	Corporate adult family home (assisted living) with CCS services for high needs behavioral health	MH/AODA	Behavioral Health, C-COP	12/17/15	12/29/15	\$825,000	\$825,000
Brotoloc Health Care System	CBRF and corporate adult family homes (assisted living)	PD with MH issues	C-COP	11/30/15	1/14/16	\$558,000	\$558,000
Caravel Autism Services	Autism services	Children		12/1/15	12/16/15	\$375,000	\$375,000
Care for All Ages (CFAA)	CBRF (assisted living), child day care	Children	CPS	11/30/15	1/11/16	\$50,000	\$50,000
Catholic Charities of the Diocese of GB	Teen Parenting program, fiscal agent services	Teens	CPS	11/30/15	12/21/15	\$169,406	\$169,406
Centerpiece LLC	Autism services	Children	CLTS	11/30/15	12/11/15	\$190,000	\$190,000
Cerebral Palsy Inc.	Birth to 3 services, respite, adult day programming	DD youth/children	CLTS, C-COP, BT3	12/17/15	12/29/15	\$314,500	\$314,500
Childrens Service Society	Foster care services	Children	CLTS	12/7/15	12/29/15	\$25,000	\$65,000
Chilada Institute	Children high-needs residential care center	Children	CPS, CABHU	1/14/16	1/25/16	\$175,000	\$175,000
Clarity Care Inc.	CBRF (assisted living), home health care	PD with MH issues	C-COP	12/16/15	1/28/16	\$53,000	\$53,000
Compass Development	CBRF (assisted living)	PD with MH issues	C-COP	4/18/16	4/28/16	\$45,000	\$45,000
Curative Connections (formerly NEW Curative)	Supportive home care, specialized transportation, prevocational training, daily living skills, CCS services	MH/AODA	JJ, CPS, CLTS, C-COP	12/17/15	1/7/16	\$257,000	\$262,000
Curro Care LLC	Corporate adult family homes (assisted living)	PD with MH issues	C-COP	11/30/15	12/29/15	\$200,000	\$200,000
Darnell Receiving Home	Receiving home for emergency placements	Children	CPS	12/7/15	12/21/15	\$19,710	\$19,710
Deer Path Assisted Living Inc.	CBRF, corporate adult family homes (assisted living)	MH/AODA	Behavioral Health, C-COP	11/30/15	1/12/16	\$300,000	\$315,500
Dodge County (DBA Clearview Behavioral Health)	Brain injury rehabilitation center	Adults w/traumatic brain injury	Behavioral Health	11/30/15	1/4/16	\$285,000	\$285,000



**HUMAN SERVICES**  
**2016 PROVIDER CONTRACT LIST - 10/3/2016**

Agency	Service(s) Description	Target Client	Program Unit(s)	Contract Sent	Contract Returned	Original Not-to-Exceed Amount	Updated Not-to-Exceed Amount
Dynamic Family Solutions	Family counseling/treatment programs	Families of juvenile delinquent	JJ	12/29/15	1/19/16	\$155,000	\$155,000
East Shore Industries	Day programming for PD/DD disabled	PD with MH issues	C-COP	11/30/15	1/11/16	\$10,000	\$10,000
Elsner AFH	1-2 bed traditional adult family home	MH	Behavioral Health	1/18/16	1/25/16	\$15,826	\$15,826
Encompass Child Care	Child day care	Children	CPS	11/30/15	12/21/15	\$70,000	\$70,000
Engberg AFH	1-2 bed traditional adult family home	PD with MH issues	C-COP	11/30/15	12/7/15	\$15,852	\$15,852
Expressive Therapies LLC	Music therapy for children	Children	CLTS	5/16/16	5/26/16	\$15,000	\$15,000
Family Services of Northeast Wisconsin Inc.	CBRF (assisted living), CRISIS Center services, counseling, CCS services	MH/AODA, children	Behavioral Health, CABHU, APS, CPS, C-COP	12/17/15	12/29/15	\$2,440,015	\$2,614,015
Family Training Program	Parenting/family skills training	CSP parents, parents of juvenile delinquent	JJ, CSP	12/29/15	1/11/16	\$155,000	\$155,000
Golden House	Domestic abuse services	Adults in need	APS	12/1/15	12/11/15	\$63,086	\$63,086
Gonzalez AFH	3-4 bed traditional adult family home	PD with MH issues	C-COP	11/30/15	1/14/16	\$50,300	\$50,300
Goodwill Industries	Prevocational services	PD with MH issues	C-COP	12/1/15	12/21/15	\$6,000	\$6,000
Green Bay Transit Commission - NO CONTRACT	Bus passes for transportation to/from school, meetings with parents, etc.	CPS case children and adults	CPS	--	--	\$15,000	\$25,000
Greenfield Rehabilitation Agency, Inc.	Birth to 3 services	DD children	BT3	7/21/16	7/25/16	\$100,000	\$100,000
Helping Hands Caregivers	Supportive home care	PD with MH issues	C-COP	12/1/15	1/11/16	\$10,000	\$10,000
Home Instead Senior Care	Supportive home care	PD with MH issues	C-COP	12/1/15	1/4/16	\$10,000	\$10,000
Homes for Independent Living	CBRF (assisted living)	MH	Behavioral Health	12/1/15	1/4/16	\$260,000	\$260,000
Improved Living Services	Corporate adult family homes (assisted living), CCS services	MH	Behavioral Health	12/1/15	12/14/15	\$331,000	\$338,500
Infinity Care Inc.	CBRF (assisted living), home health care	PD with MH issues	C-COP	12/1/15	12/8/15	\$130,000	\$130,000
Innovative Counseling	Autism services	Children	CLTS	12/1/15	1/19/16	\$10,000	\$65,000
Innovative Services	Corporate adult family home (assisted living), CCS services, daily living skills, supportive home care	High-needs MH	Behavioral Health, CABHU, JJ, CPS, C-COP	1/4/16	1/14/16	\$1,814,200	\$1,814,200
KCC Fiscal Agent Services	Payor of client-hired personal care workers	Children with long-term care needs	CLTS	12/8/15	12/29/15	\$800,000	\$800,000
Klein, Steven Dr.	Autism services	Children	CLTS	12/1/15	12/10/15	\$535,000	\$535,000
Krueger Receiving Home	Receiving home for emergency placements	Children	CPS	12/7/15	12/29/15	\$13,140	\$13,140
Lac Du Flambeau Lake Superior Chippewa Indians	Gookomis Endaad AODA residential treatment	Native American	Behavioral Health	3/14/16	4/18/16	\$50,000	\$50,000
Lad Lake	Youth high-needs residential care center	AODA Youth boys ages 9-21	JJ, CPS	12/1/15	1/4/16	\$40,000	\$40,000
Lamers Bus Lines Inc.	Specialized transportation	DD youth transitioning to adults	CLTS	12/1/15	12/21/15	\$25,000	\$25,000

**HUMAN SERVICES**  
**2016 PROVIDER CONTRACT LIST - 10/3/2016**

Agency	Service(s) Description	Target Client	Program Unit(s)	Contract Sent	Contract Returned	Original Not-to-Exceed Amount	Updated Not-to-Exceed Amount
Liska, Joann	IDP/OWI assessments	AODA	Behavioral Health	11/30/15	12/29/15	\$5,000	\$5,000
Lutheran Social Services	CBRF (assisted living) with CCS services	MH/AODA	Behavioral Health	1/18/16	1/28/16	\$765,000	\$825,000
Macht Village Programs Inc. (MVP)	Respite care, counseling, daily living skills, CCS services	High behavioral needs children	CABHU, CPS, JJ, CLTS	12/1/15	1/11/16	\$800,000	\$800,000
Matthews Senior Living	CBRF (assisted living)	PD with MH issues	Behavioral Health, C-COP	12/1/15	1/7/16	\$100,000	\$100,000
McCormick Memorial Home	CBRF (assisted living)	MH/AODA	Behavioral Health	12/1/15	1/7/16	\$162,500	\$162,500
Mystic Meadows LLC	Corporate AFH (assisted living)	MH/AODA	Behavioral Health, C-COP	12/1/15	12/10/15	\$200,000	\$200,000
NEW Community Shelter Inc.	Homeless sheltering services	MH	Behavioral Health	12/1/15	12/29/15	\$40,000	\$40,000
Northwest Passage	Children high-needs residential care center	Children	CPS, CABHU	12/1/15	12/15/15	\$125,000	\$125,000
Options for Independent Living Inc.	CCS services, home modification assessments	MH/AODA	Behavioral Health, CLTS	12/1/15	12/11/15	\$15,000	\$15,000
Options Lab Inc.	Drug screenings	AODA, CPS parents	Behavioral Health, CABHU, JJ, CP	12/1/15	12/21/15	\$40,000	\$40,000
Options Treatment Program	AODA treatment, CCS services	AODA	Behavioral Health, CABHU, JJ	12/17/15	1/25/16	\$175,000	\$199,680
Paragon Industries	Daily respite care	Children with long-term care needs	CLTS	12/1/15	1/14/16	\$125,000	\$200,000
Parent Team - CLOSED AS OF 2/13/16	Parenting/family skills training	CSP parents, parents of juvenile delinquent/MH	CABHU, CPS, JJ	12/1/15	12/11/15	\$200,000	\$200,000
Parmentier AFH	3-4 bed traditional adult family home	MH	Behavioral Health, C-COP	11/30/15	12/10/15	\$44,217	\$44,217
Pathways to a Better Life LLC	AODA residential treatment	AODA	Behavioral Health	8/16/16	8/16/16	\$15,000	\$15,000
Phoenix Behavioral Health Services	Autism services	Children	CLTS	12/1/15	12/8/15	\$40,000	\$40,000
Pnuma Health Care	CBRF (assisted living)	PD with MH issues	Behavioral Health, C-COP	12/1/15	12/10/15	\$200,000	\$200,000
Productive Living Systems	Corporate adult family homes, CBRF (assisted living), supportive apartment program	MH/AODA	Behavioral Health, C-COP	1/12/16	1/29/16	\$325,000	\$325,000
Psychological Consultants of Green Bay	Psychological assessments to determine competency	Elderly, DD	APS	9/29/16		AVATAR	
Ravenwood Behavioral Health	Nursing home for high-needs MH clients	High-needs MH	Behavioral Health	12/1/15	1/11/16	\$100,000	\$100,000
Rehab Resources - BOUGHT OUT BY GREENFIELD 8/1/16	Birth to 3 services	DD children	BT3	12/17/15	1/4/16	\$200,000	\$200,000
REM Wisconsin	Corporate adult family home, CBRF (assisted living)	MH, PD with MH issues	Behavioral Health, C-COP	12/8/15	12/21/15	\$267,500	\$286,535

**HUMAN SERVICES**  
**2016 PROVIDER CONTRACT LIST - 10/3/2016**

Agency	Service(s) Description	Target Client	Program Unit(s)	Contract Sent	Contract Returned	Original Not-to-Exceed Amount	Updated Not-to-Exceed Amount
Res-Care Wisconsin - ENDED CONTRACT AS OF 6/2016 Schaumburg, Laurie	Home health care APNP Services	PD with MH issues MH	C-COP Behavioral Health	12/17/15 11/30/15	1/4/16 2/8/16	\$10,000 \$25,000	\$10,000 \$25,000
Slaght AFH	3-4 bed traditional adult family home	MH	Behavioral Health	11/30/15	1/12/16	\$48,452	\$48,452
Smet AFH	1-2 bed traditional adult family home	MH	Behavioral Health	11/30/15	12/29/15	\$59,371	\$59,371
Southern Home Care Services - ENDED CONTRACT AS OF 6/2016 Spectrum Behavioral Health	Home health care CCS services	PD with MH issues Children	C-COP	12/17/15	1/4/16	\$10,000	\$10,000
St. Vincent Hospital	Birth to 3 services, home delivered meals	DD children, PD with MH issues	CLTS C-COP, BT3	1/26/16 12/17/15	2/23/16 1/28/16	\$50,000 \$100,000	\$50,000 \$100,000
Talbot AFH	1-2 bed traditional adult family home	MH	Behavioral Health	11/30/15	12/29/15	\$6,000	\$25,000
Tomorrow's Children Inc.	Children high-needs residential care center	High behavioral needs children	CABHU	12/21/15	12/30/15	\$100,000	\$100,000
Trempealeau County Health Care	County-run adult family homes, CBRF (assisted living), and institute for mental disease	Very high-needs MH	Behavioral Health	12/3/15	12/14/15	\$1,166,000	\$1,500,000
United Translators	Interpreter/translation services	Non-english speaking Children	All	6/27/16	8/8/16	\$20,000	
VanLanen Receiving Home	Receiving home for emergency placements	MH/AODA	CPS	12/7/15	1/7/16	\$19,710	\$19,710
Villa Hope	CBRF (assisted living), supportive apartment program		Behavioral Health	12/3/15	12/29/15	\$1,589,472	\$1,650,000
Warren, John MD	Medical services at CTC	MH	Behavioral Health	12/1/15	12/21/15	\$200,000	\$200,000
Wisconsin Early Autism Project	Autism services	Children	CLTS	12/3/15	12/15/15	\$370,000	\$370,000
Wisconsin Family Ties	Family support and advocacy services	Parents of MH/juvenile delinquent	CABHU, JJ	12/3/15	12/21/15	\$26,000	\$26,000
<b>TOTAL</b>						<b>\$20,846,075</b>	<b>\$22,106,011</b>

**Brown County Human Services**  
**New Non-Continuous and Contracted Providers**  
 October, 2016

<b>REQUEST FOR NON-CONTINUOUS PROVIDER</b>			
<b>PROVIDER</b>	<b>SERVICE DESCRIPTION</b>	<b>NOT-TO-EXCEED AMOUNT</b>	<b>DATE</b>
Little Dumplings Early Learning Center	Providing day care to children in Oconomowoc	\$10,000	9/19/16
Individual	Providing one-time respite to non-relative child	\$10,000	9/29/16
Individual	Reimbursement of child care costs for a foster child (relative) in their home	\$10,000	9/29/16
Individual	Reimbursing landlord for rent of a client	\$10,000	10/3/16

<b>REQUEST FOR NEW PROVIDER CONTRACT</b>				
<b>PROVIDER</b>	<b>SERVICE DESCRIPTION</b>	<b>TARGET CLIENTS</b>	<b>NOT-TO-EXCEED CONTRACT AMOUNT</b>	<b>DATE</b>
Psychological Consultants of Green Bay	Psychological assessments to determine competency	Elderly, DD	N/A-Avatar	9/27/16